

FAQ's



My landlord will not agree to the terms of the agreement. Can I still get rent assistance?

No. The landlord must agree to and sign the Landlord Agreement AND fill out the W-9.

I own an RV and need help with rent for the land where I live. Do I qualify for rent assistance?

Maybe. If you can show proof you owe rent for April, May, and/or June at that location, and/or are at risk of being evicted from the land you are on you may be eligible.

I am a Montgomery County employee. Am I eligible to apply for assistance?

Yes. County employees are not disqualified from applying for these programs.

How many times can I apply for assistance? Can I get more help later this year?

CARES ACT Assistance is limited to one time only. If denied/ineligible, clients may reapply.

I already received rent/utility assistance from a non-profit. Am I still eligible?

Yes, only if you have not already received rent/utility assistance from CARES ACT funds.

We have multiple homes at the same address. Can we each receive rent/utility assistance?

Assistance is limited for one single address only. Call 911 office to get your own address.

My landlord lives out of the country. Am I still eligible for rent assistance?

Yes, if your landlord is willing to participate in the program and sign necessary forms.

I live in a Tax Credit/HUD/Sec.8 apartment. Can I get rent assistance?

Only Section 8 voucher holders and VASH voucher holders cannot get rent or utility assistance.

Can you pay my rent for June and July?

Yes. If you owe rent for both months and have proof of eligibility yes, you can.

What if I can't access my child's report card online to show proof of residency?

Alternate forms of proof include: Medicaid, SNAP, WIC, Child Support, Birth Certificate, and Child's School ID.

If a Driver's license or TX Identification card are expired, are they acceptable?

Usually No however, due to Covid-19 waivers, we will accept expired forms of ID until August 3, 2020.

What if my rent is higher than the amount you offer to pay?

Non-profit agencies can pay the difference out of their regular budget (or CDBG entitlement budget) if they choose to. A Letter of Intent to show proof of gap payment must be included in the client file.

Acceptable forms citizenship include: US Passport, US birth certificate, SS card, Greencard with permanent residency for a minimum of 5 years and SS card with Authorization to work.